

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application. Please cancel claims 1-10, 16-19, and 27-34. Please amend claims 11, 26, and 35, as follows:

Listing of Claims:

1-10. (Cancelled)

11. (Currently amended) A computer-readable medium having instructions stored thereon for causing a computer to perform a [[A]] method for performing a schedule process, comprising:

programming a programmed constraint set to supplement or change a fixed constraint set; and

executing a scheduling process that performs a process of scheduling orders to a worker in accordance with the programmed constraint set and the fixed constraint set.

12. (Original) The method of claim 11 wherein the programmed constraint set comprises programmable rules and constants.

13. (Original) The method of claim 12, further comprising translating the first set of rules from a defined configurable rule language convention into a predefined grammar.

14. (Original) The method of claim 13 wherein translating the first set of rules comprises compiling the first set of rules into a library that is used when the schedule process is performed.

15. (Original) The method of claim 12 wherein executing the scheduling process comprises performing the scheduling process according to a standard process except

where the programmed first set of rules have altered performance of the scheduling process to a reconfigured process.

16-19. (Cancelled)

20. (Original) A scheduling system, comprising:

a memory for storing a set of rules having a set of fixed business rules and a set of configurable rules programmed by a service organization; and

a processor coupled to the memory for executing a scheduling process that performs a schedule process of scheduling orders and workers in accordance with the set of rules as altered by the set of configurable rules.

21. (Original) The scheduling system of claim 20 wherein execution of the scheduling process by the processor includes invoking the set of rules from defined locations in a negotiation algorithm.

22. (Original) The scheduling system of claim 20 wherein the processor further executes an assignment algorithm in accordance with the set of rules as altered by the set of configurable rules to assign orders to a worker.

23. (Original) The scheduling system of claim 20 wherein the processor further executes an optimization algorithm in accordance with the set of rules as altered by the set of configurable rules to assign orders to a worker.

24. (Original) The scheduling system of claim 20 wherein the processor further executes negotiation, assignment, and optimization algorithms in accordance with the set of rules as altered by the set of configurable rules to schedule orders to a worker.

25. (Original) The scheduling system of claim 20 wherein the set of configurable rules programmed by the service organization are compiled from a defined rule language convention into libraries and stored in the memory according to a defined rule grammar format.

26. (Currently amended) A scheduling system, comprising:
a memory for storing a first algorithm for negotiating the reservation of work orders, a second algorithm for assigning work orders to workers, and a set of rules that are invoked from defined locations in the first and second algorithms to govern execution of the algorithms, the set of rules including a fixed set of business rules augmented by a set of programmable rules for altering execution of the algorithms from the execution according to only the fixed set of business rules; and
a processor coupled to the memory for executing the first and second algorithms in accordance with the set of rules.

27-34. (Cancelled)

35. (Currently amended) A computer-readable medium having instructions stored thereon for causing a computer to perform a method for performing a schedule process, comprising:

scheduling an order into a shift of a worker according to a constraint set of rules, the constraint set including a set of fixed rules, a set of configurable rules, and a set of constants;
and

configuring the set of configurable rules to change the act of scheduling from scheduling the order in accordance with the set of fixed rules to scheduling in accordance with the set of fixed rules and the set of configurable rules.

36. (Original) The method of claim 35 wherein configuring comprises programming a rule to control which orders are considered in the schedule process.

37. (Original) The method of claim 35 wherein configuring comprises programming a rule to control which workers are considered in the schedule process.

38. (Original) The method of claim 35 wherein configuring comprises programming a rule to control whether an order can be assigned to a worker.

39. (Original) The method of claim 35 wherein configuring comprises programming a rule to provide a score when comparing a workers to an order.

40. (Original) The method of claim 35, further comprising programming a set of constants to control the flow of execution within the rules, the constants replacing global constants that would otherwise require explicit reference in the configured set of rules.

41. (Original) The method of claim 35 wherein scheduling an order comprises negotiating a reservation, assigning the reservation, and optimizing the reservation.

42. (Original) A computer-readable medium having instructions stored thereon for causing a computer to perform a method for performing a schedule process, comprising executing a scheduling process that performs the schedule process of scheduling orders to a worker in accordance with a programmed constraint set and the fixed constraint set, the programmed constraint set programmed by a service organization and augmenting the fixed constraint set to alter performance of the schedule process to a desired configuration.